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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/686,447	10/10/2000	Carolyn Faour	0544MH-40015	5064
7590	04/19/2005		EXAMINER	
CHRISTOPHER W. KENNERLY, ESQ			SHAH, NILESH R	
BAKER BOTTS L.L.P.			ART UNIT	PAPER NUMBER
2001 ROSS AVE., SUITE 600				2195
DALLAS, TX 75201			DATE MAILED: 04/19/2005	

Please find below and/or attached an Office communication concerning this application or proceeding.

Office Action Summary	Application No.	Applicant(s)
	09/686,447	FAOUR ET AL.
	Examiner Nilesh Shah	Art Unit 2195

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

1) Responsive to communication(s) filed on 22 November 2004.
 2a) This action is **FINAL**. 2b) This action is non-final.
 3) Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

4) Claim(s) 1-3,5-7,9-15 and 17-35 is/are pending in the application.
 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
 5) Claim(s) _____ is/are allowed.
 6) Claim(s) 1-3,5-7,9-15 and 17-35 is/are rejected.
 7) Claim(s) _____ is/are objected to.
 8) Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

9) The specification is objected to by the Examiner.
 10) The drawing(s) filed on _____ is/are: a) accepted or b) objected to by the Examiner.
 Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
 Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
 11) The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

12) Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
 a) All b) Some * c) None of:
 1. Certified copies of the priority documents have been received.
 2. Certified copies of the priority documents have been received in Application No. _____.
 3. Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

1) Notice of References Cited (PTO-892)
 2) Notice of Draftsperson's Patent Drawing Review (PTO-948)
 3) Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08)
 Paper No(s)/Mail Date _____

4) Interview Summary (PTO-413)
 Paper No(s)/Mail Date. _____
 5) Notice of Informal Patent Application (PTO-152)
 6) Other: _____

DETAILED ACTION

1. Claims 1 -3, 5-7, 9-15, 17-35 are presented for examination.

Response to Arguments

2. In view of the appeal brief filed on 11/17/04, PROSECUTION IS HEREBY REOPENED. New grounds of rejection are set forth below.
3. To avoid abandonment of the application, appellant must exercise one of the following two options:

file a reply under 37 CFR 1.111 (if this Office action is non-final) or a reply under 37 CFR 1.113 (if this Office action is final); or,
request reinstatement of the appeal.

4. If reinstatement of the appeal is requested, such request must be accompanied by a supplemental appeal brief, but no new amendments, affidavits (37 CFR 1.130, 1.131 or 1.132) or other evidence are permitted. See 37 CFR 1.193(b)(2).

Drawings

This application, filed under former 37 CFR 1.60, lacks formal drawings. The informal drawings filed in this application are acceptable for examination purposes. When the application is allowed, applicant will be required to submit new formal drawings. In unusual circumstances, the formal drawings from the abandoned parent application may be transferred by the grant of a petition under 37 CFR 1.182.

Claim Rejections - 35 USC § 102

5. The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:

A person shall be entitled to a patent unless –

(b) the invention was patented or described in a printed publication in this or a foreign country or in public use or on sale in this country, more than one year prior to the date of application for patent in the United States.

6. Claims 1 -3, 5-7, 9-15, 17-35 are rejected under 35 U.S.C. 102(b) as being anticipated by Bowman-Amuah (6,636,242)

7. As per claim 1, Bowman-Amuah teaches a method for handling jobs within a computer system, comprising:

in respond to a request for a job to be performed, generating a item representing the job to be performed, the work item comprising, a category, a state, a change history, and a description of the job represented by the work item, the job comprising a customer-generated request (col. 101 lines 49-65; col. 109 lines 45-60; col. 110 line 57-col. 111 line 45);

placing the work item into a particular queue in a plurality of queues based at least in part on the category of the work item, each queue in the plurality of queues being for storing work items representing jobs to be performed (col. 117 lines 53-60; col. 61 lines 40-50; col. 70 lines 4-17);

in turn, opening the work item in the particular queue in response to a request from a business process, and executing one or more tasks on the work item, each task being for

resolving at least a portion of the job represented by the work item by resolving at least a portion of the customer-generated request (col. 101 lines 49-65; col. 109 lines 45-60; col.

110 line 57-col. 111 line 45; col. 70 lines 4-17);

after executing the one or more tasks on the work item modifying the state of the work item in response to execution of the one or more tasks (fig 191, element 19106; col. 101

line 50- col. 102 line 40; col. 117 lines 53-60);

updating the change history of the work item in response to execution of the one or more tasks (fig 191, element 19106; col. 101 line 50- col. 102 line 40; col. 117 lines 53-60);

if the job represented by the work item is complete, archiving the work item (col. 69 lines 2-16;); and

if the job represented by the work item is not yet complete, placing the work item into queue one of the plurality of queues based at least in part on one or more tasks to be executed on the work item (col. 70 lines 59-61; fig 191, element 19106; col. 101 line 50- col. 102 line 40; col. 117 lines 53-60);

8. As per claim 2, Bowman-Amuah teaches a method wherein the step executing a task of comprises modifying the work item (fig 191, element 19106; col. 101 line 50- col. 102 line 40; col. 117 lines 53-60).

9. As per claim 3, Bowman-Amuah teaches a method wherein executing a task comprises one or more of sending an e-mail to a person (col. 59 lines 45-55); and sending a fax to a person (col. 58 lines 30-55; col. 59 lines 45-55).

10. As per claim 5, Bowman-Amuah teaches a method, wherein executing a task comprises moving the work item to a queue different from its present queue (col. 117 lines 53-60; col. 61 lines 40-50; col. 70 lines 4-17).
11. As per claim 6, Bowman-Amuah teaches a method wherein one or more tasks comprises: invoking one or more composite actions, each of the one or more composite actions including a rule and at least one task to be executed as a result of evaluation of the rule (Fig. 128; fig 131; col. 117 lines 40-51); evaluating the rule for a for each of the one or more composite actions and executing the task corresponding to the evaluation of the rule (col. 117 lines 40-51).
12. As per claim 7, Bowman-Amuah teaches a method wherein the work item further comprises an identification of a party that created the work item (col. 70 lines 59-61; fig 191, element 19106; col. 101 line 50- col. 102 line 40; col. 117 lines 53-60).
13. As per claim 9, Bowman-Amuah teaches a method wherein the work item further cede comprises a due date for the work item indicating when the job represented by the work item should be resolved (col. 259 lines 4-20).
14. As per claim 10, Bowman-Amuah teaches a method wherein the work item further comprises a current location for the work item, the current location for the work item

identifying the queue in which the work item has been placed (col. 117 lines 53-60; col. 61 lines 40-50; col. 70 lines 4-17).

15. Claim 11 is rejected base on the same rejection as claim 1 above.
16. Claim 12 is rejected based on the same rejection as claim 6 above.
17. As per claim 13, Bowman-Amuah teaches a system, wherein the rule evaluates to a value of true or false (fig, 136; col. 205 5-10; col. 254 lines 55-65).
18. As per claim 14, Bowman-Amuah teaches a system further comprising a set of rules to be evaluated if there is no rule to be evaluated (fig, 136; col. 205 5-10; col. 254 lines 55-65).
19. As per claim 15, Bowman-Amuah teaches a system wherein the work items each comprises an identification of a party that created the work item (col. 117 lines 53-60; col. 61 lines 40-50; col. 70 lines 4-17).
20. As per claim 17, Bowman-Amuah teaches a system wherein the work items each item further comprises a due date for the work item indicating when the job represented by the work item should be resolved (col. 259 lines 4-20).
21. As per claim 18, Bowman-Amuah teaches a system wherein the work items each item further comprises a current location for the work item, the current location for the

work item identifying the queue in which the work item has been placed (col. 101 lines 49-65; col. 109 lines 45-60; col. 110 line 57-col. 111 line 45).

22. As per claim 19, Bowman-Amuah teaches a method wherein the work item is a computer-implemented object (col. 308 lines 44-48).
23. As per claim 20, Bowman-Amuah teaches a method wherein the business process is automated such that the business process automatically opens the work item in the particular queue (col. 109 lines 45-60; col. 110 line 57-col. 111 line 45).
24. As per claim 21, Bowman-Amuah teaches a method wherein the work item persists until the job represented by the work item is completed (col. 259 lines 4-20).
25. As per claim 22, Bowman-Amuah teaches a method wherein the state of the work item comprises one or more of an open state indicating that the work item is currently opened by a business process and is currently not available to be opened by another business process (col. 70 lines 59-61; fig 191, element 19106; col. 101 line 50- col. 102 line 40; col. 117 lines 53-60); and a closed state indicating that the work item is waiting in its associated queue for one or more tasks to be performed on the work item by a business process (col. 110 line 57-col. 111 line 45).

26. As per claim 23, Bowman-Amuah teaches a method further comprising providing a plurality of composite actions, each composite action comprising:
a rule for determining an appropriate action to be performed on the work item (col. 117 lines 40-51);

a first set of one or more actions to be performed if the rule evaluates to TRUE (fig, 136; col. 205 5-10; col. 254 lines 55-65).
a second set of one or more actions to be performed if the rule evaluates to FALSE(fig, 136; col. 205 5-10; col. 254 lines 55-65).

and wherein executing one or more tasks on the work item comprises invoking one or more of the plurality of composite actions (col. 117 lines 40-51).

27. As per claim 24, Bowman-Amuah teaches a method, wherein each category is associated with a composite action; and the method further comprises, in response to generating a work item, specifying the category of the work item based on the job represented by the work item, a rule associated with the composite action that is associated with the category of the work item determining the particular queue in which the work item should be placed (col. 101 lines 49-65; col. 109 lines 45-60; col. 110 line 57-col. 111 line 45).

28. As per claim 25, Bowman-Amuah teaches a method wherein the job comprises a customer problem associated with a product or service, the job being completed when the customer's problem is resolved (fig 191, element 19106; col. 101 line 50- col. 102 line 40; col. 117 lines 53-60).

29. Claims 26-28 are rejected based on claims 2, 3, and 5 above.

30. Claims 29-35 are rejected based on claims 19-25 above.

Conclusion

31. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Nilesh Shah whose telephone number is (571)272-3771.

The examiner can normally be reached on 9-5. Any inquiry of a general nature or relating to the status of this application should be directed to the TC 2100 Group receptionist:

571-272-2100

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Meng An can be reached on (571)272-3756. The fax phone number for the organization where this application or proceeding is assigned is 703-872-9306.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).

Nilesh Shah
Examiner
Art Unit 2195

NS
April 13, 2005


MAJID BANARKHAH
PRIMARY EXAMINER